



Region One

Scoop



Utah Department of Transportation

Fall 2001

From the Director's Desk

Dear Fellow Employees,

I enjoyed seeing many of you at the Region's Employee Appreciation Lunch. I felt that the gathering went very well and I want to thank all of you that made it a great success. I also appreciate those of you who were unable to attend due to critical work assignments.

Customer Focus:

Four days before the recent tragic event, I was flying back to the United States. I had a brief layover in Turkey to change planes. At the Turkish airport, security took my American passport along with 15 other passengers. We were first escorted to the waiting area by the gate where Delta Airlines was scheduled to take off. At about 10 a.m. when the plane arrived, we were taken outside to the plane loading area and each of us was asked to identify our luggage. At that point, the Turkish security performed a very thorough and detailed search. Each piece of clothing was unfolded, food items were individually scanned and presents were unwrapped and examined. Each item was put on a table on the side. Finally, our luggage was declared clear. It was left up to each passenger to re-pack belongings. All this was happening while the security guards were speaking their language among themselves.

We were then escorted back to the waiting area around 11 a.m. and were assigned a specific area to sit. Half an hour later, when the plane was ready to board, we were led by security onto the plane. We were finally given our passports at the door of the plane. Needless to say, the group was not able to relax until the plane took off for New York.

The point of this personal experience is to ask whether security was customer focused. I am sure that, from Delta Airlines' perspective, security was customer focused and it provided quality service. Delta Airlines is pleased that security guards ensure the safety of the plane and its passengers.

From the passenger's perspective, at least mine, customer service was very bad in terms of customer orientation and quality, even though performance was great (I felt safe flying with the airlines). I believe that, had they explained their procedure, showed more courtesy and helped in re-packing, most of their customers would have been satisfied.

I hope that we can all keep in mind who our customers are and how to meet their needs. Thank you for all you do. I am proud to be a part of Region One.

Ahmad Jaber
Region One Director

Preconstruction



Award Winning Project in Region One

In Portland, Oregon, this past August, the winners of "The Road Beckons" competition for best practices for National Scenic Byways were announced. Forty-one applications were received from 21 states with eight winners. The project on Highway 89 in Logan Canyon, entitled "Portraits in Time" was one of the winners.

The Portraits in Time project was funded with FHWA Scenic Byway funds. The project was managed by the U.S. Forest Service and Wasatch-Cache Forest and a UDOT project manager (me) that mostly handled moving funds and project review, especially on highway related items. I'd like to take credit for the project success, but that should go to the Forest Service team led by the Forest Landscape Architect Dave Hatch and Engineer Kay Shirts along with team members from the San Juan National Forest who developed the interpretive signing. Another key team member was the Bridgerland Travel Council which was a key project proponent, team builder and developer of the pamphlets that have been developed as part of the project. Other team members were Cache County, Logan City, Rich County, Garden City and H&K Enterprises.

One of the key element of this project's success was the ability to bring together a variety of team members to work together on a common project goal.

The project included parking areas at trail heads and recreation sites: Wind Caves trail head; Second Dam recreation site; interpretive signing at a number of sites including the Limber Pine trail head and Temple Fork; and one that I recommend at Ricks Springs that refers to the construction of the original road in Logan Canyon. The project also installed a number of restrooms along the highway. These are the "sweet" smelling vault type of toilets but are very

well kept and provide an important service for the recreationist in the canyon.

I recommend a trip along this National Scenic Byway to anyone. Just stop by the Logan Ranger District Office on Highway 89 near the entrance to the canyon and pick up a brochure and enjoy an award winning experience.

We should also note that a construction project in the Tony Grove area is causing some delays, but not enough to discourage the trip, and for a highway builder, it's also quite interesting too.

Rod Terry
Region One Preconstruction Engineer

Project Management



The "year-end" rush is over. I know we are supposed to schedule our projects to be completed throughout the year with enough float to allow for the inevitable. We PMs are to assure that they are done on time and don't all bunch up in September when the fiscal

year ends. I believe we did a bit better this year but we have a long way to go. The year-end crunch is unpleasant, often leading to frayed nerves and less job satisfaction. Plus, it upsets our bosses all the way up the line.

What to do? More of what you've been doing: planning the work out well; making commitments; getting external sources to commit to dates and meet them; and raising the flag when something looks like it may go wrong.

Not an easy task you say? Of course not. If it were easy, we wouldn't need a talented bunch like the Region One staff.

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(Project Management, continued from page 2)

A lot of people helped to get our projects out in time to advertise or obligate funds so I hesitate to mention individuals for fear of leaving someone out. I would, however, like to compliment Peggy on the way she has learned to navigate the shifting sands of getting the advertisement packages ready to send down. She has really saved us when we received packages from consultants that would have bounced back if not corrected.

Right now, I'm working on cleaning up some of those things that I let lie during the year-end rush so better get back to it. Larry Myers recently returned from a three-week vacation in Europe and Rex returned from a week exploring the Oregon coast. I'm sure they would be glad to tell all about it. Just ask.

Wes Starkenburg
Region One Project Management

Construction



2001 Region One Construction Safety Award, Wellsville Crew, left to right: Rob Astle, Chet Naser, Carolyn Clawson, Crystal Roberts, Gary Draper and Nick Peterson

It has been a busy summer for our crew! We are currently working on two federal projects along with various state projects.

Luke Mildon, our Project Engineer, continues to stay busy overseeing all of our projects,

attending meetings, etc. There are days he does a lot of driving, considering he sometimes has to drive from South Weber to Logan Canyon and then back to South Weber. On our Logan Canyon project we have a Citizens' Advisory Committee that meets every other Tuesday. Luke oversees that committee. His knowledge and experience is invaluable to our crew.

The Cornia Drive/South Weber project that we started last year is now wrapping up and is substantially complete. Jack B. Parson Co. is the contractor on the project. **Rick Nelson** has been our senior inspector on that job from the beginning. He has done a terrific job making sure everything has run smoothly. This project involves the construction of a new interchange and overpass, relocation of South Weber Drive and also two parking lots for the Olympics. Everyone on the crew has worked down there, but now that we have the Logan Canyon project going we've had staff move up to that project. Rick has spent the last year and a half driving to South Weber. We're sure he's going to miss it when it's all done (especially the wind!).

Our other big project we have going is the Logan Canyon, Tony Grove to Franklin Basin project. This one got underway earlier this summer and is keeping our crew busy. Gilbert Western is the contractor on the project. **Gary Nelson** is our senior inspector on the project. He is doing a great job up there. This project involves reconstructing the road, adding new passing lanes, replacing Upper Twin Bridge, Red Banks Bridge and Franklin Basin Bridge and replacing some box culverts. You couldn't ask for a more scenic place to work than Logan Canyon, but there is also a great responsibility with that to make sure all environmental issues are addressed. This project will go into next year and should finish up next summer.

Darin Fristrup is our Field Engineer. He joined our team this summer after having worked for Wayne Felix in Brigham City. Darin has really done a great job of fitting right in and working on the projects. He is spending most of his time up Logan Canyon right now on that project.

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Rob Astle, another one of our inspectors, has had a very busy summer. Rob was the senior inspector on our Nibley to Logan project we did earlier this summer. He is now working down at Cornia Drive and helping to finish that project up. Rob is also our chief photographer. He does a terrific job of making sure we have photo documentation on our projects.

Gary Draper continues to work in our lab. He has put in a lot of hours this summer especially on the Cornia Drive project. He has had to work graveyard shifts and has done it all with a positive attitude (Maybe he was just too tired to complain!). Gary does a terrific job for us.

Chet Naser and **Carolyn Clawson** continue to keep the office running. Chet is over estimates, subcontracts, EEO, payroll. Chet also was the inspector over a project we had up at the University recently and did a great job. Carolyn is the receptionist/secretary for our office. She orders office supplies, does EEO interviews and audits contractor payrolls.

Crystal Roberts is our Rotational Engineer. She started at the beginning of the summer. She graduated from Idaho State University. She has been spending most of her time up Logan Canyon. She is learning the ropes here at UDOT and is doing a great job. She will be going down to the Region in November and then will be back here again next spring. **Paul Egbert** was another Rotational Engineer we had working with us up until the last of August. He is now down in Salt Lake working in the Geotechnical Division. Paul was working at Cornia Drive until he left.

Bill Arnold is our newest member of the crew. He is a Transportation Tech for the Department. He has been working in Logan Canyon and assisting Gary Nelson. He is willing to help with anything and is learning a lot.

We had a really good group of summer interns this year. They are already back in school but we want to mention them and give them credit for all of their help. They are Clint Allen, Teresa

Perkins and Craig Larsen. Hopefully they'll come back and help us next year.

Our crew was awarded the Safety Award for 2000-2001 at the Employee Appreciation Luncheon. Many of us have volunteered to help out during the 2002 Olympics which should be an exciting opportunity. We have a terrific crew!

Carolyn Clawson
Wellsville Construction Crew

Support Services



Here is your chance, once again, to hear from one of the computer "geeks." I know you're all tired of hearing from us but I have been given this assignment so here

it goes. Since I don't know anything about the other areas in our staff and I am out of time, you get to hear about the ISS area of Support Services.

I know you, as we, are concerned about the Microsoft audit. It has kept me up many nights worrying about what is going to happen. We still don't know everything but it doesn't look like a member from the state's CIO office or a Microsoft representative is going to show up. I'm not saying they won't show, it just doesn't look like it right now.

It is a very busy time for Robert and me. We have several different projects that we are being told needed to be done several weeks ago. Many of you noticed that the Windows 95 computers received a virus update. This was just an upgrade to the virus protection that you already had installed on your computers. We needed to do this because the state servers have been getting hit pretty hard with viruses. I still need to get to all Windows 98 and NT machines to install a virus protection for them. Another part of the virus protection is to upgrade and service-patch Internet Explorer.

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We are also upgrading the GroupWise client. We are doing this so we can soon move from GroupWise 5 to GroupWise 6. We are also trying to get everyone to the latest version of Netscape which is 4.74. This is why we have been inconveniencing many of you during the last week or so.

If that's not enough, we also have two servers to swap which is going to be very time consuming and could get very messy. We would ask that you all take some time to clean out your files and get rid of stuff you don't need. If you need some help, please ask us.

It is going to take time for us to get to all PC's in the Region. It is taking anywhere from 20 minutes to an hour on each PC. We ask that you are patient with us in getting to many of the problems that are going to arise during this crazy time for us. Thank you for your patience with us thusfar and your willingness to help out. Sorry this article has been so boring but I hope it helped you understand what we are doing and why we are doing it.

So long and happy computing!

Rodney Peterson
Region One ISS

Incentive Awards

The following Region One employees received incentive awards for going the extra mile:



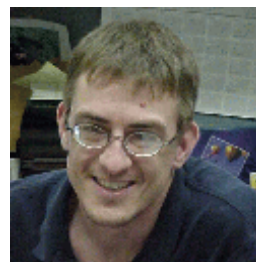
Carma Savage for her efforts to go the extra mile. During year-end closing, Carma assisted Jeannette Raymond by orienting and processing a majority of the seasonals. This helped keep overtime to a

minimum and maintain accuracy of documentation. Carma has also willingly assisted the public and co-workers while doing this extra work. Nice work Carma!



Maintenance Station 125 (left to right: Richard Hansen, Shane Fuller, Steve Shupe, Val Stoker, Troy Brunker and not pictured, Cody Poulsen) for its efforts to construct a school bus turn-around pad in Mountain Green for the Morgan County School District. The facility has helped improve relations between Morgan County and UDOT. It will also eliminate a traffic hazard for the school children and the traveling public. Great work guys!

Bob Jonas for his ingenuity to relocate a sewer line outside the toe of a slope. Bob's idea eliminated the proposal to bore the line, saving the Department \$55,000. Coordination with the railroad was required. Bob jumped through many hoops to accomplish this. Thanks Bob!



Chris Lizotte for his efforts to provide location maps in digital format to be included in a Road Commission presentation. Chris found appropriate maps for approximately 15

projects and inserted them into the presentation. The maps were of high quality and added a great deal to the presentation. Thanks Chris!

Jolene Sexton for her efforts to maintain her EEO responsibilities. Jolene takes this job very seriously. She is the leader in conducting interviews in the state and always supplies the required reports on time, making her crew look good. Thanks Jolene!

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(Incentive Awards, continued from page 5)



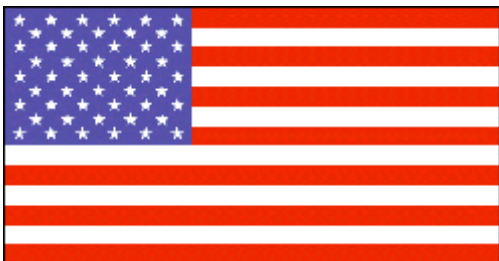
Brian Willis (left) and **Stephen Jones**: In May, design squad #2 started a rush project and was able to complete it by the end of June. It commonly takes a squad several months to

design and advertise a project of this magnitude. No overtime was used to complete the project. Design costs were kept under 1% of the total project. It was designed and advertised for only \$14,000 (0.88%). Great job guys!

Carolyn Clawson for her efforts to serve on a Civil Rights Hearing Board. The hearing involved an employee of a major construction firm and his alleged discrimination suit against his immediate supervisor. Carolyn attended numerous hearings and kept detailed notes for over a year. Her ability to take accurate notes helped positively resolve the suit. Good work Carolyn!

Stephen Jones for going the extra mile as a summer intern with the design squad. Supervisors noted that after only two weeks on the job, Steve was performing at a level normally reached by interns at the four month mark. Steve has also been a great asset to the design squad in keeping projects under 8% in design costs. His attention to detail and pride in his work have been a great benefit to the squad. Good job Steve!

Maintenance Station 137 (Leon Wright, Stan Lamborn, Chad Cornia, Kent Whatcott) and Doug Schumers for their efforts to repair a water leak at the Bear Lake rest area. The crew repaired the leak for about \$500, far less than the contractor's bid of \$46,000 to replace the system. Good work guys!



Letters from the Public

Dear UDOT,

On September 11, 2001, the United States experienced the worst tragedy in American history. Due to the events of that day, we received word from the Commissioner of The Internal Revenue Service to send all employees home. This word was received about 9 a.m. At this same time, UDOT employees were working on 12th Street. We had to evacuate over 400 employees in a matter of minutes. This was considered an emergency evacuation and the task was performed without delays partly due to the help of your employees directing traffic.

We would like to recognize your employees for a job well done. They did not have to step up to this challenge, but did so unselfishly and in a positive and pleasing manner. They should be commended for their efforts. Please convey our thanks to them for a job well done.

Sincerely,
Annette Child
Chief, Facilities Management Branch
Internal Revenue Service

Dear UDOT,

Approximately a year ago, I met with your department concerning the many accidents at the intersection of 2200 N. / 4425 W. in Plain City.

We came up with a signage plan for the intersection and the plan has been implemented. Before the signs were in place, there were 23 accidents in a 24-month period. This has dropped to zero accidents in a 15-month period.

I appreciate you working with on this situation. There is no way we can accurately assess the amount of savings by our citizens, but we know it has helped immensely. Again, thank you for all your help!

Respectfully,
Don Weston, City Council
Plain City

Region One Employee Appreciation Picnic

2001



2001 Region One Maintenance Safety Award,
Station 135, left to right: Nolan Maughan, Troy
Lowe, Devon Speth and Larry Parker,
Station 133: Jim Coombs, Al Longoria and Todd
Gibbs

SERVICE AWARDS

October

Edward Penman 5 years

November

David Moss 5 years
David Schmidt 5 years
Tamara Misrasi 15 years
Richard Preslar 15 years
Stephen Wagstaff 20 years
Joel Newman 25 years

December

Bradley Walker 5 years
Pilar Balli 5 years
Ofa Fonua 5 years
Lonnie Godfrey 30 years



Greg Meske's Retirement



30 Years !!!



2001 Administrative Conference



Rock On Max!

Region Transportation Employees' Improvement Council (RTEIC) Minutes

Meeting Summary - Aug. 9, 2001

By Tim Palmer

IN ATTENDANCE

Ahmad Jaber, Region Director
Bill Smith, Region Maintenance
Tim Palmer, Region Materials
Tammy Misrasi, TEIC Rep.
Luana Middleton, Region Safety
Alan Terry, Snowville Maint.
Todd Gibbs, Riverside Maint.
Nolan Maughan, Wellsville Maint.
Keith Bladen, Logan Maint.
Rodney Bryant, R-1 Shop
Kelly Barrett, R-1 Admin.
Richard Hansen, Huntsville Maint.
Kelly Nicholas, Brigham Maint.
Michael Bowen, Bothwell Maint.
Andy Neff, R-1

1- Went over time served by RQIC and RTEIC members as time for some of our two year members is about to expire.

2- RQIC/RTEIC structure: the following is a basic outline. This was discussed for a better understanding of how problems are handled.

-3 TEIC REPS (QIC): Take employees' issues to executive leaders

-Region Representative (TEIC): Takes regular issues to state level that may pertain to other areas, agencies, etc.

-Area Representative (RQIC): Brings issues to leader's attentions that affect the Regions.

-Crew Reps (RTEIC): Take issues that could or might be of interest to the whole Region.

-Crew or Area: Problems or issues that are unique to that area.

3- Are people speaking to reps about their concerns? Do they have a forum to do so?

Some reps said that they had a portion of their toolbox or safety meetings that was allowed for such matters. The Council thought this might be a good place for it. Ahmad stressed that confidentiality is a must in order for this to work properly. Employees should not have to worry about being "black-listed" or repercussions because they voiced a concern.

Are safety meetings being held? Is there any way to insure this? Possibly there is a need to have shed foremen and supervisors serve a rotating 6 month term as RQIC members. This might help insure that concerns are brought forward and give them a better understanding of this system.

Luana added that "silence is consensus." If you don't voice concerns, supervisors have no way of knowing that there is a problem.

4- Do all reps have information about the ground rules for our meetings? November 8, 2001 RTEIC will go over these and make changes as needed.

New reps should be accompanied by old reps. Replacements will be needed for the following people:

Todd Gibbs - Riverside Shed
Keith Bladen - Logan Shed
Richard Hansen - Huntsville Shed
Tim Palmer - Admin/Mat. Lab

5- Issues that have been approached.

-IT IS THE RESPONSIBILITY OF THE INDIVIDUAL TO READ THE AVAILABLE INFORMATION.

Legislative issues (i.e. wages) should be taken to local representatives (Senators, legislature).

-Is communication still an issue? Are there still problems in your area?

-Do we need more get-togethers or do people not fully understand what may be involved in order to do so?

-Getting standardization statewide (specs, policies etc.)

-Who decides oil grades, open-graded vs. dense-graded? What is SHRP? These may be just education issues. Possibly Scoop articles and such for the future.

-We need feedback on these from toolbox meetings that reps attend if possible. Please try to remember to send someone to cover for your reps when they can't attend meetings.

6- New issues or revisited ones.

EDUCATION: Get people up to date on info. For example, have shed foremen invited to PS & E meetings and the like (pre-cons, etc.).

WAGE ISSUES TO EXECS: Realize the abilities of reps to be limited in some cases to no more than a voice. Maybe we should approach this around the times legislature is in session just to remind people of how they can voice concern to their legislators, etc.

TRANSPORTATION TECHS: There is concern over the requirements - whether they come from Maintenance or Construction, the qualifications are the same. Maintenance Transportation Techs are to be implemented soon to Construction.

EQUIPMENT SERVICE BOOKS: They were valuable to crews for service info, etc. There is a need to have them back.

PERSONAL INFORMATION: Is it possible to get anything with personal information such as SSN, addresses, etc. sent to our homes instead of interoffice mail?

COMP TIME: Could it be paid down instead of used? This would require a policy change and that might be tough.

7- For this to succeed we all need to be involved! Use honesty and try to see that these issues are handled at the right levels. Ahmad added that the execs are interested in input. Don't be afraid to speak up. Execs can only steer. Employees keep the rig going.

8- SERVICE AWARDS: Trying to double the dollar values and put the choices on-line.

NEXT MEETING

Nov. 8, 2001 @ 8:30AM

DONT FORGET TO BRING REPLACEMENTS TO MEETING!!!